

ACCESSIBILITY GUIDE




SeaWorld[®]
SAN ANTONIO

SEAWORLD SAN ANTONIO

PARK ACCESSIBILITY GUIDE

ACCESS GUIDE1	JOURNEY TO ATLANTIS.	15
WELCOME1	GENERAL PARK INFORMATION	16
RIDE ACCESSIBILITY PROGRAM (RAP).1	SERVICE ANIMALS	16
SPECIAL ACCESS1	GUEST SERVICES	16
RIDES ACCESS.	3	PARKING	16
HEIGHT REQUIREMENTS	3	WHEELCHAIR RENTAL.	16
CASTS, BRACES, AND WALKING BOOTS.	3	SEGWAY®	16
PROSTHETIC DEVICES AND AMPUTATIONS.	4	RESTROOMS.	17
LARGER GUESTS	4	FIRST AID.	17
RIDE ESCORTS	5	GIFT SHOPS	17
OXYGEN TANKS.	5	RESTAURANTS	17
DEFINITIONS.	5	HEARING IMPAIRED GUESTS	18
RIDERSHIP CRITERIA.	6	VISUALLY IMPAIRED GUESTS.	18
RIDE INFORMATION	8	SHOW ACCESS INFORMATION.	18
SESAME STREET® BAY OF PLAY®	8	ORCA STADIUM	18
SUPER GROVER'S BOX CAR DERBY.	8	BELUGA STADIUM	18
GROVER'S ROUND UP	8	SEA LION STADIUM.	18
ABBY CADABBY'S ROCKIN' WAVE	9	NAUTILUS AMPHITHEATER	18
BIG BIRD'S SPINNING REEF	9	BAYSIDE STADIUM	19
ELMO'S DOLPHIN DIVE	10	SEASTAR THEATER.	19
SPLISH N' SPLASH	10	EXHIBIT ACCESS INFORMATION	19
LIL' BIRD'S SPLASH.	10	PENGUIN ENCOUNTER®	19
TIDAL SURGE	11	PACIFIC POINT PRESERVE®	19
CATAPULT FALLS	11	BIRD ATTRACTIONS	19
STEEL EEL	12	DISCOVERY POINT®.	19
TEXAS STINGRAY.	12	DOLPHIN LAGOON®.	20
WAVE BREAKER THE RESCUE COASTER	13	EXPLORER'S REEF™	20
GREAT WHITE	13	SERVICE ANIMALS	20
RIPTIDE RESCUE	14	CONTACT INFORMATION	21
SEA SWINGER.	14		
RIO LOCO	15		

ACCESS GUIDE



WELCOME

We're glad you're here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting SeaWorld® San Antonio. We are committed to providing a safe and enjoyable environment for all guests. Please inquire at Guest Services or ask a ride operator if you have any questions.

At SeaWorld we have two programs in place to assist guests with disabilities. Our Ride Accessibility Program (RAP) matches the individual abilities of our guests to the requirements of each ride. When enrolled in RAP, disabled guests will be able to participate in our Special Access Program which assists guests in enjoying attractions throughout the park as some queue lines are not accessible to mobility-impaired guests. These programs are described below.

RIDE ACCESSIBILITY PROGRAM (RAP)

Is designed to allow guests to fully participate and enjoy our parks while keeping in mind the safety requirements of our rides and attractions. The program was developed based on the requirements of the manufacturer and by evaluating the physical and mental attributes required to safely ride each ride and participate in other attractions. It is our policy to allow anyone to ride our rides and enjoy our attractions as long as they meet all these requirements and such that it does not present a potential hazard to the guest or others.

SPECIAL ACCESS

Is designed to allow our guests to enjoy our attractions without waiting in queue lines if the guest is not able to do so due to his/her disability.

NOTICE: The information in this guide is subject to change without notice. Please feel free to visit Guest Services for current information on accessibility and services. You may also contact an ambassador regarding accessibility prior to boarding a particular attraction.

GUESTS WISHING TO USE
SPECIAL ACCESS MUST ENROLL
IN OUR RIDE ACCESSIBILITY
PROGRAM AT GUEST SERVICES
LOCATED JUST INSIDE THE
MAIN ENTRANCE.



THE FOLLOWING PROCEDURES
WILL BE OF ASSISTANCE
WHEN UTILIZING OUR RIDE
ACCESSIBILITY PROGRAM
THROUGHOUT THE PARK.



1

Please enroll in our Ride Accessibility Program at Guest Services where you will receive a list of the rides, attractions, and the requirements for riding and enjoying each. Once you have enrolled in the RAP, you will be able to utilize our Special Access Program.

2

Proceed to the ride exit/entrance (marked with accessibility signage) of the respective attraction with your RAP sheet and inform the ambassador that you wish to ride. You may be asked to wait 1-2 ride cycles prior to boarding.

3

Please note that each ride has a designated number of RAP guests admitted for each ride cycle. The following number of guests listed on the RAP sheet are able to board with the guest needing special access. Other party members should use the main ride entrance.

One Guest Enrolled in RAP (1) plus:

Steel Eel.....	1	Journey to Atlantis	3
Wave Breaker.....	1	Tidal Surge	1
Great White	3	Super Grover's Box Car Derby	1
Rio Loco	5	Abby Cadabby's Rocking Wave.....	3
Sea Swinger	1	Grover's Round Up	1
Riptide Rescue.....	1	Big Bird's Spinning Reef.....	2
Texas Stingray	1	Elmo's Dolphin Dive.....	1

4

Guest needing special access must ride in order for their party to take part in our Ride Accessibility Program.

RIDES ACCESS



GENERAL INFORMATION

At SeaWorld, safety is the only consideration that takes precedence over fun! Thrill rides, by their very nature, create forces and speeds that may not be acceptable or tolerable to some guests and may cause injury to some riders with known or unknown pre-existing conditions.

Many theme park rides incorporate safety systems designed by the manufacturer to accommodate people of average physical stature and body proportion. These systems may place restrictions on the ability of an individual to safely experience the ride. In general, you should ride only if you are in good health. Do not ride if you know or suspect you may be pregnant, have high blood pressure, heart, neck or back problems, motion sickness, recent surgery, or any other medical condition that may be affected by the features of the ride. You should not ride if you have any impairment or condition that would prevent the intended use of seating and safety restraints as provided or an inability to follow any safety requirement.

In order to ride, guests must be able to maintain the proper riding position throughout the ride and brace themselves upright in their seat, keeping their head upright and their back against the seat-back. Guests must be able to use the restraint device properly and be able to hold on tight and keep their hands, arms, legs and feet down and inside the ride at all times. Guests must be able to demonstrate a willingness and ability to comply with verbal and written rider requirements. The rider requirements and health restrictions are listed at the entrance of each ride.

Guests with casts or braces will be restricted from riding certain rides where the cast or brace may present a hazard to the guest or others. Please consult with our Guest Services staff for more information or if in doubt about your ability to safely experience a ride.

SeaWorld San Antonio Ambassadors can offer assistance steadying a guest transferring to or from a wheelchair. They may not lift, or assist in lifting, anyone using a wheelchair. All guests must be able to board a ride themselves or with help from a member of their party. The maturity level of any rider must be considered prior to riding.

HEIGHT REQUIREMENTS

Height requirements are posted at each attraction. Guests may be measured at the height check station located at Guest Services. All guests, including those using wheelchairs, must meet the height requirement. Riders of questionable height will be verified prior to riding.

CASTS, BRACES, AND WALKING BOOTS

Guests with a full arm cast, full leg cast, or braced arm cast may be restricted from riding certain rides and should refer to the Ride Information section of this guide for more information.

PROSTHETIC DEVICES AND AMPUTATIONS

Guests with any type of prosthesis should ensure it is properly secured before riding any ride and should refer to Guest Services to determine their specific ability to ride any ride.

Guests must be able to grip with a minimum of one natural functioning hand and brace with two functioning legs. Guests with any type of arm or foot prosthetics must ensure that the device is properly secured and will remain in place during the duration of the ride. Full leg prosthetics are not permitted on Wave Breaker.

Guests with an amputation below the knee may ride Great White but must remove the leg prosthesis prior to riding. Guests with a leg(s) amputation above the knee may be able to ride on Great White by utilizing a full body harness. Guests must meet additional limb and remnant requirements to utilize the full body harness. Guest should enroll in the Ride Accessibility Program at Guest Services.

Guests should refer to Guest Services to determine their specific ability to ride our attractions.

LARGER GUESTS

In order to ride, all seat-belts, lap bars and shoulder harnesses must be positioned and fastened properly. Due to rider restraint system requirements, larger guests may not be accommodated on some of our rides. A test seat is located at the entrance of Great White and Wave Breaker for larger guests to determine their ability to ride.



BEFORE EXPERIENCING A RIDE PLEASE NOTE ALL SAFETY WARNINGS, BOTH VERBAL AND WRITTEN FOR EACH RIDE, SUCH AS:

- Please wait for all rides to come to a complete stop before attempting to board.
- Please exercise caution in boarding each attraction, watching your head and step.
- Once you are seated, please secure your seatbelt, lap bar, or shoulder harness and keep them fastened until the ride comes to a complete stop.
- Face forward and remain seated in an upright position. Hold on until the ride comes to a complete stop.
- Keep all parts of your body inside the ride at all times.
- Shoes are required on all rides.
- You are responsible for your personal property.
- Finish food and beverages before boarding.
- No smoking while in line or while riding. Smoking is prohibited, except in designated areas, which are listed on the park map.

RIDE ESCORTS

Ride escorts may be required due to mechanical problems, weather conditions, or power interruption. If a ride escort is required, guests may need to negotiate stairs from the highest point of the ride and down steeply inclined catwalks or steps.

Guests requiring assistance during the ride escort may be escorted last in order to expedite the process. Please inquire about specific procedures prior to boarding a particular attraction. Only one mobility impaired guest may ride the attraction at one time, unless they are in the same family. Please inquire about specific procedures prior to boarding a particular attraction.

OXYGEN TANKS

Due to the dynamics and certain characteristics of the rides, oxygen tanks are not permitted on any ride except Big Bird's Spinning Reef and Grover's Round-Up. Oxygen tanks are permitted in theaters, exhibits and other enclosed facilities.



DEFINITIONS

Every ride entrance lists height requirements and special instructions regarding the ride. SeaWorld San Antonio uses the following terms:

Supervising Companion: Is someone who physically and mentally meets all the requirements to ride the ride themselves, is 14 years of age or older, and exhibits the maturity of someone 14 years of age or older.

Accompanied By: Whenever a guest needs accompaniment, the accompanying person must meet all the ride requirements, as well as assist the guest. This includes helping the guests in the boarding and exiting of the ride, assisting the guest in maintaining postural control while riding and assisting the guest down stairs, catwalks, or ladders in case of a ride escort.

Hand-held Infant: A hand-held infant is a child who is unable to walk to the ride unit independently or maintain independent seated postural control.

Functioning Extremity: A functioning extremity is a limb over which a person has control. A prosthetic device is considered a functioning extremity.

Ability to Hold on or Brace: Ability to use one's arms to maintain a grasp on an assist bar and support one's body during normal and emergency procedures on a ride and to use one's legs to brace to maintain a seated position during the forces of the ride.



RIDERSHIP CRITERIA

The ability for a guest with a disability to ride certain rides or attractions is evaluated based on certain criteria which may include manufacturer's requirements and other safety considerations. Some of those may include the following:

- 1. Ability to maintain the proper riding position throughout the ride.** The guest must have the body and spinal control to maintain the proper riding position throughout the ride without the aid of other people or devices and be able to maintain the proper riding position even during bumping or other characteristic movements of the ride.
- 2. Weight distribution to allow the restraint device to function as designed.** The weight distribution of the guest's body must not interfere with any of the ride or attraction's safety and restraint devices as they were designed.
- 3. Control of upper torso - including head and neck.** The guest must have sufficient muscle control to support their head, neck and upper torso in the proper position during the ride or attractions designed dynamic motions.
- 4. Ability to hold on with one functioning hand.** A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control; the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.
- 5. Ability to hold on with two functioning hands.** Ability to hold on with two functioning hands as described above.
- 6. Ability to hold on with one functioning arm.** A functioning arm is an upper extremity or prosthesis that has the ability to arm-grip the restraint device by wrapping the arm around the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.
- 7. Ability to hold on with two functioning arms.** Ability to hold on with two functioning arms as described above.
- 8. Ability to brace self with one functioning leg.** Guest must have one functioning leg, natural or prosthetic, for bracing their body during the course of the ride or attraction.

9. Ability to brace self with two functioning legs. Guest must have two functioning legs, natural or prosthetic, to be used for bracing their body during the course of the ride or attraction and maintaining balance when entering and exiting a ride or attraction.

10. Minimum of two functioning extremities. Guest must have a minimum of two functioning extremities, natural or prosthetic (two arms, two legs, or one arm and one leg), to brace themselves during the ride and assist in entering and exiting the ride or attraction.

11. Minimum of three functioning extremities. Guest must have a minimum of three functioning extremities, natural or prosthetic (two legs and an arm or two arms and a leg) to allow the guest to brace in a tripod manner during the ride.

12. Ability to enter and exit the ride without endangering self or others. Guest must be able to enter and exit the ride without jeopardizing themselves or others and to assist with their own evacuation, if necessary. This may include entering through an exit or having someone aid him or her in boarding. If a guest has to be lifted in and out of a ride unit, they must be accompanied by a Supervising Companion who is accustomed to doing this. For the safety of ride or attraction operators and the guest, our operators are instructed

not to perform this function, other than in children's ride areas.

13. Appropriate observed conduct. Guest must demonstrate appropriate observed conduct by indicating a willingness and ability to understand, participate in and follow all rider requirements. Appropriate observed conduct may include but is not limited to, maintaining the proper riding position, attention to and compliance with safety instructions, proper use of restraints and safety equipment and a willingness to participate in the attraction.



In addition to the basic physical and mental requirements defined above, each ride is evaluated relative to specific temporary conditions which may prevent a guest from safely riding a particular ride. Some of the specific conditions evaluated include:

- Cervical collar or neck brace
- Broken collar bone
- Full arm cast
- Braced arm cast
- Full leg cast
- Lower leg cast
- Bilateral abduction leg casts (brace between legs)
- The suitability of safely carrying hand-held infants on each ride

RIDE INFORMATION



THE FOLLOWING DESCRIPTIONS ARE DESIGNED TO GIVE YOU INFORMATION ON THE TYPE OF ACTIONS CAUSED BY VARIOUS RIDES ALONG WITH THEIR UNIQUE PHYSICAL RESTRICTIONS. IF YOU ENROLLED IN THE RIDE ACCESSIBILITY PROGRAM, FOLLOW THE DIRECTIONS UNDER EACH RIDE BELOW.

SESAME STREET® BAY OF PLAY®

Sesame Street Bay of Play is 3 acres of exciting rides, shows and play areas located in the center of SeaWorld San Antonio that features Elmo, Big Bird and all of their friends.

SUPER GROVER'S BOX CAR DERBY

A Mini-roller coaster designed for small children.

Ride Access: Mobility impaired guests should enter through the exit ramp. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be at least 38" tall to ride. Guests between 38"-41" must be accompanied by a supervising companion.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Each rider must be

able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back and their hands, arms, legs and feet down and inside the ride at all times. Guests with a cervical collar, neck brace or broken collarbone, full leg casts, full arm casts or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle. Guests must be able to grip with one functioning hand, brace with one functioning leg and have a minimum of three (3) functioning limbs. Two functioning hands are sufficient instead of three functioning extremities if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain a proper riding posture under the dynamic conditions of the ride.

GROVER'S ROUND UP

Carousel ride designed for all ages.

Ride Access: Mobility impaired guests may enter the line through a wheelchair accessible gate located at the entrance. For guests unable to wait in line, access through the exit gate is permitted after receiving permission from the ride operator. Wheelchairs may be used on the ride platform itself. Please inform ride operator,

so the entrance ramp may be accessed and proper accommodations can be met.

Height Requirements: Guests must be at least 42" tall, or accompanied by a supervising companion. Hand-held infants are only permitted to ride on the benches.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Guests must be able to grip with one functioning hand, have the ability to straddle in order to ride a horse, and maintain the proper riding position.

Service Animals: Permitted (*see attendant for details*)

ABBY CADABBY'S ROCKIN' WAVE

A rockin' ride that creates a wave effect by rocking back and forth and gently rotates.

Ride Access: Mobility impaired guests may enter the line through a wheelchair accessible gate located at the entrance. For guests unable to wait in line, access through the exit gate is permitted after receiving permission from the ride operator. Parents may ride with their children.

Height Requirements: Guests must be at least 42" tall, or accompanied by a supervising companion. Hand-held infants are not permitted.

Ride Requirements: Only guests in good health

should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Guests must be able to grip with one functioning hand and brace with one functioning leg or grip with two functioning hands to ride. Guests with a double leg amputation above the knee must not ride unless a well-secured prosthetic device is in place. Those wearing full arm casts or neck braces must not ride.

Service Animals: Not permitted

BIG BIRD'S SPINNING REEF

A delightfully playful Ferris Wheel family ride.

Ride Access: Mobility impaired guests may enter the ride through the exit gate.

Height Requirements: Guests must be at least 36" tall to ride alone. Guests under 36" must be accompanied by a supervising companion. Infants may not ride. Parents may ride with their children.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.



Physical Requirements: Each rider or accompanying supervising companion must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests or supervising companions must be able to hold on with one functioning hand and brace with one functioning leg. All casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Permitted

ELMO'S DOLPHIN DIVE

Take an exciting ride on our child sized family drop tower.

Ride Access: Mobility impaired guests may enter the ride through the exit gate.

Height Requirements: Guests must be at least 42" tall to ride alone. Guests under 42" must be accompanied by a supervising companion. Infants may not ride. Parents may ride with their children.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Guests must be able to maintain the proper riding position. You must not ride if you are unable to properly use the seating and safety restraints or understand and follow safety procedures. Guests must be able to grasp with one functioning arm and brace with one functioning leg. Guests with a double leg amputation above the knee must not ride unless a well-secured prosthetic device is in place.

Service Animals: Not Permitted

SPLISH N' SPLASH

Beat the heat with 22 water elements such as bubblers, geysers, jets, dumping buckets and more.

Height Requirements: No height requirement. Recommended for all ages.

Ride Requirements: N/A

Physical Requirements: N/A

Service Animals: Not permitted

LIL' BIRD'S SPLASH

A fun water play area with bubblers and fountains designed for toddlers 3 years old and under.

Height Requirements: No height requirement. Recommended for ages 3 and under.

Ride Requirements: N/A

Physical Requirements: N/A

Service Animals: Not permitted





TIDAL SURGE

Riders will take a journey above the clouds and feel the sensation of flying as they soar high and swing over the park's one-acre water ski lake on Tidal Surge, the World's Tallest and Fastest Screaming Swing.

Ride Access: Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be at least 48" tall to ride

Ride Requirements: Only guests in good health should participate. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or any other impairment or medical condition that may be affected or prevent normal use of this play element shall not participate.

Physical Requirements: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with any leg amputation above the knee are not permitted to ride. Guests must have two functioning legs and one fully functioning arm to possess the ability to grip with at least three fingers. Guests with any type of arm prosthesis should ensure that it is properly secured and will remain in place during the ride. Leg prostheses are not permitted. Guests with cervical collar or neck braces, a broken collar bone or braced arm casts may not ride. All other casts must fit inside the ride unit comfortably. Guests must have the ability to enter and exit the ride without endangering self or others.

Service Animals: Not permitted.

CATAPULT FALLS

Thrilling Launch flume coaster.

Ride Access: Mobility-impaired guests should proceed to the exit gate located to the left of the ride entrance and follow signs to the Quick Queue entrance. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests between 42" and 48" must be accompanied by a supervising companion (at least 14 years old). Maximum Height: 77".

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, eye injuries, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back at all times. Please review all restrictions listed on the sign at the attraction entrance. Guests must have the ability to hold on with one functioning hand and brace with one functioning leg.

Guests with a single leg amputation may ride provided the leg extends to the edge of the seat or is amputated at the knee or below.

Guests with any type of prosthesis should ensure that it is properly secured and will remain in place despite the forces experienced during the ride.

Guests with a braced arm cast, full arm cast, or full leg cast must not ride. All other casts must fit comfortable inside the ride unit.

Service Animals: Not Permitted.



STEEL EEL

A Hyper-coaster with 15-story initial drop at high speeds and no-stop peaks, valleys and camel-backs that create maximum "air time," or weightlessness.

Ride Access: Mobility impaired guests should proceed to the exit ramp located to the right of the entrance. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be at least 48" tall to ride.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, fear of heights, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must have appropriate weight distribution to allow the restraint mechanism to function correctly. Guests must have three functioning extremities with the ability to hold on with at least one functioning hand and to brace with one functioning leg. Guests with a broken collar bone, cervical collar, neck brace, full leg casts, full arm casts or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle.

Service Animals: Not Permitted



TEXAS STINGRAY

Tallest, Fastest and Longest Wooden Coaster in Texas

Ride Access: Mobility impaired guests should proceed to the exit ramp located to the right of the entrance. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be at least 46" tall to ride.

Ride Requirements: Only guests in good health should ride this attraction. Do not ride if you are pregnant, have high blood pressure, heart conditions, neck or back problems, broken bones, sensitivity to strobe effects, fear of heights, are prone to motion sickness, have had recent surgery, or have any other medical condition that might be aggravated by the features of this ride.

Physical Requirements: Riders must have the ability to exhibit independent seated postural control including control of upper torso, neck, and head. Riders must keep their head upright facing forward, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride vehicle at all times. Guests must possess at least one naturally functioning full leg. Guests with an amputation above the knee may not ride. Guests must have at least one arm and one naturally functioning hand in order to ride. Guests with any type of hand or arm prosthesis must ensure that it is properly secured and will remain in place during the ride. Guests with a cervical collar, neck brace, or any arm or leg cast will not be permitted to ride. Guests must have appropriate weight distribution to allow the restraint mechanism to function correctly. Riders must have the ability to enter/exit the ride without endangering themselves or others.

Service Animals: Not permitted





WAVE BREAKER THE RESCUE COASTER

High speed, double-launch Jet Ski style roller coaster.

Ride Access: Mobility impaired guests should enter through the standard queue line and will be directed to the elevator access. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be at least 48" tall to ride. Guests taller than 77" must not ride.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Each rider must be able to remain seated upright, keeping their head upright, their back and shoulders against the seat back and their hands, arms, legs and feet down and inside the ride at all times. Guests with a cervical collar, neck brace, broken collarbone or leg cast will not be permitted to ride. Guests must have appropriate weight distribution to allow the restraint mechanism to function correctly. Guests must be able to grip with a minimum of one natural functioning hand and brace with two functioning legs. Guests with any type of arm or foot prosthetics must ensure that the device is properly secured and will remain in place during the duration of the ride. Full leg prosthetics are not permitted.

Service Animals: Not permitted

GREAT WHITE

Inverted steel roller coaster.

Ride Access: Mobility impaired guests should see the ambassador at the ride exit for assistance and loading instructions.

Height Requirements: Guests must be at least 54" tall to ride.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, prone to motion sickness, fear of heights, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guest must have the ability to hold on with at least one functioning hand, grasp with one functioning arm, and to brace self with two functioning legs amputated at the knee or below or the ability to hold on with two functioning hands and to brace self with one functioning leg amputated at the knee or below. Guests with an amputated leg above the knee may ride, with the use of a separate three-point harness, provided the guest has at least one functioning hand, one functioning leg (to the knee or below), and enough leg remnant to be secured by the separate three-point harness. Leg prosthesis are not permitted on the ride. Guests with any type of arm or hand prosthesis should ensure that it is properly secured and will remain in place in spite of forces experienced during the ride. Guests with a broken collar bone, neck brace, or any type of hard cast shall not ride.

Service Animals: Not Permitted



RIPTIDE RESCUE

Circular rotational thrill ride.

Ride Access: Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be at least 45" tall to ride. Guests between 45" and 50" tall must be accompanied by a Supervising Companion.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, prone to motion sickness, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, may not ride.

Physical Requirements: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must have the ability to hold on with one functioning hand and brace with one functioning leg or hold on with two functioning hands with legs that are amputated at the knee or below. Guests must have at least one securely attached prosthesis if both legs are amputated above the knee. Guests with any type of prosthesis should ensure that it is properly secured and will remain in place in spite of forces experienced during the ride. Guests with cervical collar or neck braces, a broken collar bone or braced arm casts may not ride. All other casts must fit inside the ride unit comfortably. Guests must have the ability to enter and exit the ride without endangering self or others

Service Animals: Not Permitted



SEA SWINGER

Pendulum swing thrill ride.

Ride Access: Mobility-impaired guests should proceed to the exit gate located to the right of the entrance. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be at least 48" tall to ride.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, prone to motion sickness, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, may not ride.

Physical Requirements: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must have at least one natural functioning hand and at least one natural functioning leg. Prosthetic limb(s) are not permitted. Guests with cervical collar or neck braces, a broken collar bone, braced casts, or casts that extend above the knee or elbow must not ride. Guests must have the ability to enter and exit the ride without endangering self or others.

Service Animals: Not Permitted



RIO LOCO

White-water raft ride.

Ride Access: Mobility-impaired guests should utilize the easy access gate located to the left of the ride entrance, next to Rio Grille. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be at least 42" tall to ride.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect that they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, prone to motion sickness or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, may not ride.

Physical Requirements: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must have the ability to hold on with one functioning hand and brace with one functioning leg or hold on with two functioning hands with legs that are amputated at the knee or below. Guests with any type of prosthesis should ensure that it is properly secured and will remain in place in spite of forces experienced during the ride. Guests with cervical collar or neck braces, a broken collar bone or braced arm casts may not ride. All other casts must fit inside the ride unit comfortably. Guests must have the ability to enter and exit the ride without endangering self or others.

Service Animals: Permitted



JOURNEY TO ATLANTIS

Thrilling flume ride/roller coaster hybrid.

Ride Access: Mobility impaired guests should enter through the standard queue line. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be a minimum of 39" tall to ride. Guests between 39"-51" tall must be accompanied by a supervising companion.

Ride Requirements: Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, prone to motion sickness, fear of heights, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, may not ride.

Physical Requirements: Each rider must be able to remain seated up straight, keeping their head upright, their back and shoulders against the seat back and their hands, arms, legs and feet down and inside the ride at all times. Guests must be able to grip with one functioning hand, brace with one functioning leg and have a minimum of three (3) functioning limbs. Guests with a cervical collar or neck brace, broken collar bone, full arm cast, braced arm cast, or full leg cast must not ride. All other casts must fit comfortably inside the ride unit. Guests must have the ability to enter and exit the ride without endangering self or others.

Service Animals: Not permitted

GENERAL PARK INFORMATION

SERVICE ANIMALS

Service animals must remain on a leash or harness and/or under the control of its handler at all times and be house broken. If at any time your service animal's behavior is out of control, you will be asked to remove your service animal from the premises. Service animals must remain a reasonable distance from the Park's resident animals. Although service animals are discouraged from riding any ride, your service animals will be permitted on:

- Rio Loco
- Big Bird's Spinning Reef
- Grover's Round Up

To experience a ride or attraction that does not permit service animals, the animal may be left with a non-rider. The guest attending the animal may then board the ride without waiting in line after the first guest assumes responsibility of the animal. If a non-rider is not available to watch the animal while a disabled guest is riding the ride, a temporary pen will be provided. Please talk to the ride supervisor in order to utilize the temporary pen for a service animal or contact Guest Services for additional information. A Service Animal rest area is located by the patio across from Steel Eel, and near Smokehouse Grill. SeaWorld provides disposable doggy bags.

GUEST SERVICES

Guest Services is located just inside of the arches on the right hand-side in the main plaza.

PARKING

Accessible parking spaces are provided directly in front of the park for guests with a legal parking permit. Most spaces for guests with disabilities are accessible to vans.

WHEELCHAIR RENTAL

Wheelchairs and Electric Convenience Vehicles (ECV's) may be rented at Island Traders, located just inside the main entrance on the right hand-side. There are limited quantities of strollers and wheelchairs and are on a first-come, first-served basis. Reservations can be made on-line at SeaWorldSanAntonio.com or call: (210) 520-4SEA.

SEGWAY®

SeaWorld Parks & Entertainment is committed to providing guests a safe and enjoyable experience. Because of different pathway configurations and terrain, as well as large crowds that include small children and strollers, we regret that we cannot permit the use of two-wheeled, self-balancing electric vehicles such as Segways. We are pleased to offer other forms of personal transportation, including electric convenience vehicles (ECV's) and standard wheelchairs. We encourage you to contact Guest Services with any questions you may have.



RESTROOMS

All restrooms are accessible to guests using wheelchairs and are marked with the wheelchair symbol throughout the park.

An additional companion restroom is available to park guests. It is located at Discovery Point, across from Ocean Treasures Gift Shop.

FIRST AID

SeaWorld's First Aid stations are located just inside the main plaza, across from Orca Stadium, and behind Bayside Stadium. The station is staffed by Emergency Medical Technicians. Ambassadors throughout the park will be happy to call for assistance upon request.

GIFT SHOPS

All gift shops are wheelchair accessible. Please ask any ambassador for assistance. 'Package Pickup' is available at all gift shops & provides guests the opportunity to shop throughout SeaWorld and have their purchases sent to Island Traders for retrieval later in the day.

RESTAURANTS

While dining at our restaurants, please be aware that most venues offer cafeteria-style service. For guests with special dietary needs, we offer a variety of allergy friendly options throughout our park. You may stop by Guest Services, or any of our meal facilities, to receive an Allergen Card with more details on our Allergy Friendly program and culinary options for those guests with allergies.

For questions before you visit, please contact us at:

SWT.GuestCorrespondence@SeaWorld.com

We also suggest you visit meal facilities during non-peak hours or ahead of meal times so that you can be efficiently assisted and served. For any of our guests that cannot wait in long lines, are unable to access the cafeteria lines or have special dietary needs, please go straight to the cashier (or restaurant host) upon arrival and ask to speak with a Supervisor for assistance.

Outside food and coolers are not permitted inside the park.





HEARING IMPAIRED GUESTS

SeaWorld San Antonio is pleased to provide several options for our guests who may be deaf, hearing impaired, or require additional assistance for communications disabilities.

Qualified American Sign Language (ASL) interpreters are available upon request. We kindly ask that you request this service at least 14 business days prior to your visit.

Please contact us by calling 210-523-3815 or emailing SWT.GuestCorrespondence@SeaWorld.com with "ASL Interpreter Request" as the subject.

Other auxiliary aids are available, such as show scripts for select shows and can be obtained at Guest Services.

VISUALLY IMPAIRED GUESTS

If you need assistance during your visit, we can provide park guidance. We encourage you to request this service at least 14 business days prior to your visit. Please contact us by calling 210-523-3815 or via email: SWT.GuestCorrespondence@SeaWorld.com

Every effort will be made to provide guidance with less than two (2) weeks' notice, depending on the availability of Ambassadors. Guests requesting this service will be contacted prior to their visit and specified guide times will be confirmed. The guide will be provided for the first two (2) hours of your visit.

Guests who are blind or have limited/low vision must have someone (either a companion or Ambassador) read the ride instructions prior to boarding.

SHOW ACCESS INFORMATION

All theater entrances are accessible by ramp. Guests with disabilities will load during the times designated for all guests. Seating for guests using wheelchairs is available at each show venue. Companion seating is available next to the guest using a wheelchair. Service animals are welcome. Please see an ambassador if you have any questions or need assistance.

ORCA STADIUM

Guests using wheelchairs may enter on either side of the stadium. The disabled seating section is reserved for guests using wheelchairs or who are mobility-impaired and is located along the promenade. Companion seating is available next to the guest using a wheelchair.

BELUGA STADIUM

Guests using wheelchairs may enter the stadium using either the lower left and right pathways or the center ramp for promenade seating. The disabled seating section is reserved for guests using wheelchairs or who are mobility-impaired. Companion seating is available next to the guest using a wheelchair.

SEA LION STADIUM

Guests using wheelchairs may enter the stadium using either the lower left and right pathways or the main entrances for promenade seating. The disabled seating section is reserved for guests using wheelchairs or who are mobility-impaired. Companion seating is available next to the guest using a wheelchair.

NAUTILUS AMPHITHEATER

Guests using wheelchairs may use any entrance at the amphitheater. The disabled seating section is reserved for guests using wheelchairs or who are mobility-impaired and is located in the front row or along the promenade. Companion seating is available next to the guest using a wheelchair.



BAYSIDE STADIUM

Guests using wheelchairs may enter the stadium using either the lower left and right pathways or proceed to the top of the stadium for promenade seating. The disabled seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair.

SEASTAR THEATER

Guests using wheelchairs should see an ambassador at the theater entrance for assistance. The disabled seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair.

EXHIBIT ACCESS INFORMATION

All exhibits are wheelchair accessible. Refer to specific exhibit information below. Please see an ambassador if you have any questions or need assistance.

PENGUIN ENCOUNTER®

A moving walkway is in place to take guests along the window to view the penguins. We recommend that guests using wheelchairs and those with service animals experience the exhibit from the viewing area above the walkway.



PACIFIC POINT PRESERVE®

An immersive experience that has the look and feel of a Pacific coast town where guests make powerful connections with sea lions and other coastal wildlife. Guests have the opportunity to visit and feed sea lions and seals. This exhibit allows guests to experience a more enriching animal connection and allows easy viewing to all pools.

BIRD ATTRACTIONS

The birds in the various exhibits throughout the park do not usually respond to the presence of Service Animals. If the birds appear to be agitated, please move away as quickly as possible.

DISCOVERY POINT®

SeaWorld's Discovery Point is a tucked-away oasis within SeaWorld San Antonio. Here, an expansive Dolphin Lagoon is home to a playful pod of bottle-nose dolphins. Watch them from its sand-swept shores, or go deeper with our Dolphin Underwater Viewing. You'll also find Explorer's Reef, home to several species of sharks, many of which are endangered, along with exotic fish and a living coral reef. Access to Dolphin Lagoon, Dolphin Underwater Viewing and Explorer's Reef is included with any SeaWorld admission. Guests can reserve a signature encounter to make a memorable splash with Dolphins, Beluga Whales and Sea Lions, some of the sea's most extraordinary mammals. To participate in one of our swim programs, guests with disabilities must be able to stand on their own during the interaction and walk with the aid of a personal assistant.





Because space is limited and reservations are required, here are a few important things to know before you reserve your Swim.

Park operating days vary, please check our operating calendar on-line to see our days and hours of operation. Dolphin Swim, Beluga Whale Swim, or Sea Lion Swim purchases are non-refundable and non-transferable, and do not include admission to SeaWorld San Antonio or Aquatica™, parking, taxes, shipping or service fees.

Swim participant age requirements:

While swimming with these animals is a life experience that is wonderful to give to children, the following age guidelines exist for their safety.

- Dolphin Swim, Beluga Whale Swim and Sea Lion Swim participants must be at least 48" Tall. Height requirement of 48" will be verified at check-in for guest safety.
- Guests under age 18 must be accompanied by a paid adult who is participating in the swim or who has purchased an observer ticket.
- All minors participating in Discovery Point's Swims will need to have all release forms signed by a parent or legal guardian 18 years or older
- Please ensure your children are comfortable being in water at least 3-feet deep with large marine animals.

Non-Participants: Friends and relatives of guests who are participating in dolphin, sea lion or beluga whale swims who wish to watch the interactions must purchase an observer ticket.

- Observer space is limited and will be available on a first come, first served basis.
- Admission to SeaWorld or Aquatica is NOT included with an observer ticket.
- Observer tickets may ONLY be purchased upon arrival at Discovery Point for an additional fee.
- Discovery Point requires all observers and swim participants to check in together.
- Sea Lion and beluga swim participants and observers will be required to depart together via shuttle to Sea Lion Shallows and Beluga Bay.

DOLPHIN LAGOON®

Dolphin Lagoon is an exhibit with amazing views of our Atlantic bottlenose dolphins. Guests can get a below-the-surface look through the expansive underwater dolphin viewing windows – the only dolphin watching of its kind in Texas.

EXPLORER'S REEF™

Take a fresh look at sharks and living coral reefs, along with schools of exotic fish, at Discovery Point's not-to-be-missed Explorer's Reef aquarium. Some of this exhibit has a cross-sloped pathway. Please exercise caution with your service animal.

SERVICE ANIMALS

Service animals must remain on a leash or harness and under the control of its handler or another adult at all times during the interaction. If at any time your service animal's behavior is out of control, you will be asked to remove your service animal from the premises. Service animals must remain a distance of 6 feet from the Park's resident animals. If guest is participating in the Beluga or Sea Lion interaction, the handler will be asked to walk the service animal to the stadium with a Discovery Point escort as animals are not allowed to ride on the passenger vans.



CONTACT INFORMATION

SeaWorld San Antonio strives to ensure all guests, including those with disabilities, have a safe and enjoyable experience. If you have suggestions, comments, or concerns, please stop by Guest Services during your visit, or contact us at:

210-520-4SEA or email

SWT.GuestCorrespondence@SeaWorld.com

